Appl. No. 10/084,834   Attorney Docket No. 83388.0001
Amdt. Dated September 26, 2006   Customer No.: 26021
Reply to Office Action of June 28, 2006

<u>Amendments to the Claims</u>:

This listing of claims will replace all prior versions, and listings, of claims in the application:

<u>Listing of Claims</u>:

1.   (Currently amended)   An equipment maintenance work assisting method comprising:

accepting and storing a maintenance service content which a customer has specified from a customer system and information indicating a range that can be disclosed about a customer equipment;

fetching and analyzing equipment information about the customer equipment according to the maintenance service content which has been loaded from the customer system, to decide whether a condition for performing maintenance is satisfied; and

when it is decided that ~~the~~ maintenance is required, creating a maintenance service assisting program ~~that can be used~~ for maintenance order ~~and that includes~~ <u>including</u> information ~~serving as~~ <u>that is</u> a basis ~~to determine that~~ <u>of determining</u> the maintenance is required<u>;</u> and information required for maintenance order, and transmitting the program to the customer via a network.

2.   (Currently amended)   An equipment maintenance work assisting method comprising:

accepting and storing an available maintenance work menu from respective equipment maintenance service enterprise systems; and

when a maintenance order from a customer system to an equipment maintenance service enterprise is accepted, creating a maintenance enterprise

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assisting program that includes information required for fetching ~~the~~ equipment information of a customer ~~which has made~~ <u>who has submitted</u> the maintenance order; ~~and can be used for maintenance work~~ and transmitting the program to the equipment maintenance service enterprise via a network.

3.   (Currently amended)   An equipment maintenance work assisting method comprising:

accepting and storing a maintenance service content which a customer has specified from a customer system and information indicating a range that can be disclosed about a customer equipment;

accepting and storing an available maintenance work menu from respective equipment maintenance service enterprises;

fetching and analyzing equipment information about the customer equipment according to a maintenance service content which has been loaded from the customer system, and deciding whether a condition for performing maintenance is satisfied;

when it is decided that ~~the~~ maintenance is required, creating a maintenance service assisting program that includes information necessary for maintenance order, including identification of an equipment maintenance service enterprise, ~~and that can be used for maintenance order and,~~ <u>and</u> transmitting the program to the customer system via a network; and

upon acceptance of a maintenance order from a customer system to an equipment maintenance service enterprise, creating a maintenance enterprise assisting program that includes information necessary for fetching the equipment information of the customer ~~which has made the order~~ <u>who has submitted the maintenance order,</u> ~~and that can be used for maintenance work,~~ and transmitting

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the <u>maintenance enterprise assisting</u> program to the equipment maintenance service enterprise system via the network.

4.   (Currently amended)   The equipment maintenance work assisting method according to claim 1, further comprising the steps of:

accepting, in addition to the maintenance service content ~~to be received by the customer~~, further equipment information of the customer equipment that can be disclosed, and creating and storing statistical data about the equipment maintenance; and

transmitting the statistical data to a customer system which has made a request for the data.

5.   (Currently amended)   The equipment maintenance work assisting method according to claim 2, further comprising the steps of:

accepting, in addition to the maintenance service content ~~to be received by the customer~~, equipment information of the of the customer equipment which can be disclosed ~~as information~~ and creating statistical data concerning the equipment maintenance; and

upon reception of a request from an equipment maintenance service enterprise, transmitting the statistical data to the equipment maintenance service enterprise system.

6.   (Currently amended)   A maintenance work assisting server comprising:

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a communication block for communication with customer systems via a network;

a profile storage block for accepting and storing a maintenance service content requested by a customer via a customer system;

an equipment data storage block for storing equipment information concerning a customer equipment of the customers registered (loaded) in the profile recording block according to the maintenance service content; and

an analysis block for analyzing the equipment information recorded in the equipment data recording block, deciding whether ~~the equipment should be subjected to~~ maintenance of the equipment is required; and when maintenance is required, creating a maintenance service assisting program for use in maintenance order and transmitting the program to a corresponding customer system via the communication block.

7.   (Previously Presented)   A   maintenance   work   assisting   server comprising:

a communication block for communicating via a network with respective equipment maintenance service enterprises;

a profile recording block for accepting available maintenance work menu loaded by the respective equipment maintenance service enterprises and storing the menu; and

an analysis block for accepting a maintenance order from a customer system to a maintenance service enterprise and creating a maintenance enterprise assisting program that includes information for fetching equipment information of a customer which has ordered the maintenance, and that ~~can be~~ is used for

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performing the maintenance, and transmitting the program via the communication block to the corresponding maintenance service enterprise system.

8.   (Currently amended)   A maintenance work assisting server comprising:

a communication block for communicating with customer systems and equipment maintenance service systems via a network;

a profile recording block for accepting an equipment maintenance service content requested from a customer system and storing a maintenance service content, and accepting an available maintenance work menu loaded by an equipment maintenance service enterprise and storing the menu: and

an analysis block for fetching equipment information concerning a customer equipment according to the maintenance service content from the customer system and analyzing the information,

wherein when a maintenance condition is satisfied and a corresponding maintenance is decided to be performed, a maintenance service assisting program is created that includes information serving as a basis for requiring the maintenance and information required for maintenance order including identification of a maintenance service enterprise and the program is transmitted via the communication block to the corresponding customer system, and

upon acceptance of a maintenance order from a customer to a maintenance service enterprise via the communication block, a maintenance enterprise assisting program is created that includes information necessary for fetching the customer equipment information ordered by the customer, and that ~~can be~~ is used for performing maintenance, and the program is transmitted via the communication block to the maintenance service enterprise system.

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9.   (Original)   The maintenance work assisting server according to claim 6, wherein

the profile storage block further stores equipment information of the customer equipment transmitted from the customer system which can be disclosed; and

the analysis block generates statistic data concerning the equipment maintenance according to the equipment information of the customer equipment which has been recorded and can be disclosed; and

the equipment data recording block further stores the statistic data and upon request from a customer system, transmits the statistic data to the customer system via the communication block.

10.   (Original)   The maintenance work assisting server according to claim 7, wherein

the profile recording block further stores the equipment information of the customer equipment that is transmitted from the customer system and can be disclosed;

the analysis block generates statistic data concerning the equipment maintenance according to the equipment information of the respective customer equipment that is recorded and that can be disclosed; and

the equipment data recording block further stores the statistic data, and when a request is made from a maintenance service enterprise system, the equipment data recording block transmits the statistic data to the maintenance service enterprise via the communication block.

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11.   (Currently amended)   The maintenance work assisting server according to claim 6, wherein

the maintenance service assisting program generated by the analysis block is a program causing a computer to execute the following:. a reason present function for presenting a reason according to which the ~~maintenance requiring~~ decision for maintenance ~~has been made~~ is based upon; a service enterprise present function for displaying a service enterprise appropriate for providing the maintenance service; a basis present function for presenting the basis upon request; a profile modification input acceptance function for accepting modification input when a request for modifying the customer profile is received; and an order specifying function for accepting an order specification.

12.   (Original)   The maintenance work assisting server according to claim 6, wherein

the maintenance service assisting program displays characteristic values, inspection cycle and inspection content of the customer equipment in comparison to an average value of the identical apparatus and standard deviation data.

13.   (Currently amended)   The maintenance work assisting server according to claim 7, wherein

the maintenance enterprise assisting program created by the analysis block is a program causing a computer to execute the following: a reason present function for presenting a reason according to which the ~~maintenance requiring~~ decision for maintenance ~~has been made~~ is based upon; an object customer/equipment display function for displaying a customer and equipment to receive the maintenance

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service; a basis present function to display a basis when requested to display the basis; a stop/start procedure display function for fetching and displaying information indicating the stop procedure and start procedure of the object equipment; and an access allow processing function for processing about the accessing the customer data.

14.   (Currently amended)   The maintenance work assisting server according to one of claims 8, wherein

the analysis block adds at least one of the following to the maintenance service assisting program and the maintenance enterprise assisting program: customer equipment replacement timing, advice to select a type of equipment for replacement, and a maintenance enterprise and maintenance menu of the maintenance enterprise.

15.   (Original)   The maintenance work assisting server according to claims 8, wherein

the analysis block includes a transmission decision block for deciding a transmission destination, a transmission timing, and a transmission frequency of the maintenance service assisting program of the maintenance enterprise assisting program by using at least one of the following: the customer profile, the maintenance enterprise profile, equipment design information, repair information, and parts lot information.

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16.   (Original)   The maintenance work assisting server according to
claims 8, wherein

the analysis block decides a fee of the maintenance service assisting program
or the maintenance enterprise assisting program transmitted, according to the
contents of the customer profile or the maintenance enterprise profile.

17.   (Previously Presented)   The method according to claim 1 further
comprising connecting the maintenance work assisting server to the customer
systems via the network so as to assist the customer systems.

18.   (Previously Presented)   The method according to claim 2 further
comprising connecting the maintenance work assisting server to the equipment
maintenance service enterprise systems.

19.   (Previously Presented)   The method according to claim 3 further
comprising connecting the maintenance work assisting server to customer systems
and equipment maintenance service enterprise systems via the network so as to
assist the customer systems.

20.   (Previously Presented) The maintenance work assisting server
according to claim 6, wherein the respective customer systems are connected via the

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network and the server assists the customers in an equipment maintenance work
via the network.

21.   (Previously Presented)   The maintenance work assisting server
according to claim 7, wherein the server is connected to an equipment maintenance
service enterprise system via the network for assisting the equipment maintenance
service enterprise systems via the network.

22.   (Previously Presented) The maintenance work assisting server
according to claim 8, wherein the server is connected to the respective customer
systems and respective equipment maintenance service enterprise systems via the
network for assisting the customer system and equipment maintenance service
enterprises in an equipment maintenance work.

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